

## Agent Cannot Transfer Calls to Unified CVP or Another Agent

<b>Problem Summary</b>	Agent cannot transfer calls back to the Unified CVP or to another agent.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Unified CM SingleStepTransferViaRedirect setting is incorrect. Other symptoms: The OPCTest list indicates that the initial call has not cleared; the Agent Desktop displays the initial call.
<b>Recommended Action</b>	In the Unified CM, modify the SingleStepTransferViaRedirect setting to 1.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.